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WELCOME

Thank you for choosing Verizon Wireless. You've just put the world in the palm of your hand. This Global Support Guide includes general information on how to make calls and data connections while traveling abroad, as well as how to reach Customer Service and access websites.

To get the full benefits of roaming outside the U.S. on GSM networks with your Global Ready™ device, you must subscribe to a global plan or feature and activate the SIM card pre-installed on your device.

For more information on global features and capabilities and for a current list of destinations and rates, visit **verizonwireless.com/global**.

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BASICS

ACTIONS TO COMPLETE PRIOR TO YOUR TRIP ABROAD

1. Select a global plan or feature or confirm existing services by calling Customer Service at **✱611** from your Verizon Wireless device, or by dialing **1-800-922-0204** from any phone.
2. Determine if you will be traveling to a country where you can use any Verizon Wireless phone, smartphone, or Mobile Broadband-Capable device by visiting **b2b.vzw.com/international/Roaming/rates_coverage.html** or **verizonwireless.com/globaldatarates** to determine if CDMA Service is available.
3. If you will be traveling to one of these CDMA countries, update the Preferred Roaming List (PRL) to ensure that you have the most up-to-date PRL prior to leaving the country, especially if you have changed your rate plan to include a global plan or feature. To update the PRL you must be on the Verizon Wireless network and within the U.S.

To update the PRL complete one of the two following actions:

- On a phone or smartphone, use the keypad to dial **✱228** then press the **Send** key.
- On a mobile broadband–capable device, use **VZ**Access® Manager and select **Options › Activation**.

  Establish a data session on your USB modem, PC Card, ExpressCard, netbook or laptop with Mobile Broadband Built-In service on the Verizon Wireless network to set the roaming data enable key. If you are using a laptop with Mobile Broadband Built-In service, first install **VZ**Access Manager which will enable you to update the PRL. Please visit **vzam.net** to learn more and download the software or **verizonwireless.com/support** for information specific to your device.

CONNECTING TO A CDMA OR GSM NETWORK

Verizon Wireless offers services outside of the U.S. on both CDMA and GSM networks. The global plan or feature you have subscribed to and the activated SIM Card allow your device to access GSM networks while traveling outside of the U.S.

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When your device is in Global Roaming mode you will be able to connect automatically to an appropriate CDMA or GSM network when traveling. If you remove your SIM Card, your device will only connect to CDMA networks.

Whether you are on a CDMA or a GSM network, the phone number for your device remains the same.

SELECTING A GSM CARRIER

In some cases you may be prompted to select a carrier's network. When you first enter a country with GSM service and turn your device on, it will search for a network. The main display of your device will display the networks that are available in that destination.

WIRELESS NETWORK COVERAGE INDICATORS

Typically there are indicators on the device display or connection manager (like **VZ** Access Manager) showing the wireless coverage level for the area in which you are using your global device. Depending on the wireless signal strength, some of the device's features may be limited. Please refer to your device's User Guide for details on such indicators.

MAKING A CALL

For detailed dialing instructions for the country you are traveling to:

1. Visit **verizonwireless.com/global**.
2. Select **Global Phone** (GSM Country) or **International Roaming** (CDMA Country) from the Outside the U.S. section of the International Services navigation bar.
3. Select the **Rates and Coverage** tab.
4. Use the dropdown box **Find Rates Where You Travel** to select the country.
5. Scroll down to the **Dialing Instructions** for the country you are traveling to.

WHILE OUTSIDE OF THE U.S. ON A GSM NETWORK

You can tell that you are in a GSM market by a GSM or GPRS icon* in the upper right-hand corner of the display.

1. Press **0** or **✱** on the keypad of your device to insert the + symbol. This will automatically insert the exit code for the country from which you are calling.
2. Enter the country code of the number you are calling.

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3. Enter the ten digit number of the person you are calling.

*Please refer to the device User Guide for an image of the icon.

When calling out of your address book in Global or GSM mode, you generally do not need to add additional digits to a contact number. The phone will automatically add the + sign and, for calls back to the U.S., the country code (1).

WHILE OUTSIDE OF THE U.S. ON A CDMA NETWORK

You can tell that you are on a CDMA network by a CDMA 1X or 1XEV icon* in the upper right-hand corner of the display.

1. Enter the exit code for the country from which you are calling.
2. Enter the country code of the person you are calling .
3. Enter the area code/city code, followed by the number of the person you are calling.

*Please refer to the device User Guide for an image of the icon.

NORTH AMERICA NUMBERING PLAN DESTINATIONS

Please note that some destinations such as Bermuda, Canada, Puerto Rico and the Dominican Republic are on the North America Numbering Plan (Country Code = 1) and do not require an exit code to make a call or send a text message back to the U.S. (or any other locations in the North American Numbering Plan). However, you might be required to dial 1 before the 10-digit number

SENDING A TEXT MESSAGE

When outside of the U.S.

1. Refer to the device User Guide for information on how to send a text message.
2. Using the keypad, enter the contact's phone number as if you were calling it. Include + if you are on a GSM network. If you are on a CDMA network and sending a text message to a number within the North American Numbering Plan, dial the 10 digit number. If you are sending a text message to a number outside of the North American Numbering Plan, enter 011-Country Code-Number.

GLOBAL DATA INFORMATION

You can stay connected on a phone, smartphone, laptop or netbook while you travel outside of the U.S. by adding a Global Data plan to a domestic Mobile Broadband Plan or with a pay-per-use Global Data

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feature. You can calculate your data usage to figure out which plan or feature will best meet your needs using our Data Calculator, which can be accessed at **http://www.verizonwireless.com/splash_includes/datacalculator.html.**

Tip: Use Wi-Fi when available. Wi-Fi is available in many international airports, hotels and restaurants to browse the Web or check email.

For the most recent information on rates and coverage visit: **verizonwireless.com/globaldatarates**.

Verizon Wireless will terminate your service for good cause if less than half of your voice or data usage over three consecutive billing cycles is on the Verizon Wireless 3G Data Coverage Area.

GETTING EMAIL ON A SMARTPHONE

In a few countries where both CDMA and GSM networks are present or where multiple GSM networks are available, you may have to manually switch to the appropriate network to send and receive email depending upon the availability of data on the CDMA or GSM network that you are currently connected to.

Please refer to your device's User Guide for details on how to manually switch the network mode.

Below is the list of countries where you may need to manually switch your device's network mode to send and receive email. For the most recent list, visit **verizonwireless.com/globaldatafaq**.

- Bangladesh
- Belize
- British Virgin Islands
- Ecuador
- Hong Kong
- Indonesia
- Macau
- New Zealand
- Peru
- Phillipines
- St. Kitts & Nevis
- St. Lucia
- Taiwan
- Thailand
- Venezuela
- Vietnam

ESTABLISHING A DATA SESSION WITH A MOBILE BROADBAND-CAPABLE DEVICE

1. Ensure that the device is properly connected to the computer. If using a notebook with an embedded module, ensure the wireless radio is powered on.

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2. From the main screen of VZAccess Manager*, locate the signal strength indicator positioned in the bottom-left corner of the application. If the device is receiving a weak signal or is not receiving a signal at all, move the device to a location where it receives a stronger signal.

* For VZAccess Manager Information, including Installation and Setup, Using VZAccess Manager and preferences, please refer to the Interactive "How To" Simulator at **support.vzw.com/swf/vzaccess7/simulator.htm**

GLOBAL CUSTOMER SUPPORT

Verizon Wireless offers 24/7 Customer Support while you are traveling abroad. If you need toll-free Customer Service assistance or Technical Support for your device, dial:

While on a GSM Network

- Dial **+1-908-559-4899**

While on a CDMA Network

- Dial the exit code for the country from which you are calling
- Dial **1-908-559-4899**

You may be asked for your SIM Card number when you reach our Global Customer Support Team. Refer to your device User Guide for information on locating the SIM Card on your device. The SIM Card number will be printed on it. As an alternative, your device's user guide may explain how to find the SIM Card number via the menu of your device.

SIM Card Number _____

NOTE: Included in this Global Literature Kit is a Verizon Wireless Global Support Calling Card with instructions and toll-free access numbers to dial from abroad using a Verizon Wireless phone or any phone.

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For complete information on global services, please refer to **verizonwireless.com/global**.

Network details and coverage maps at **verizonwireless.com**.
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